

# Who To Call With Questions

<b>Health Claims, Benefits, Preauthorizations and Prior Approval for Out-of-State Care, Precertification and Utilization Management</b>	<b>Wells Fargo TPA</b>	<b>(toll free) 1-800-356-2392</b>
<b>Aetna Signature Administrators (ASA) DocFind</b>	<b>Aetna Signature Administrators</b>	<b><a href="http://www.aetna.com/docfind/custom/asa">www.aetna.com/docfind/custom/asa</a></b>
<b>Prescription Drug Benefits &amp; Claims</b>	<b>Express Scripts, Inc™</b>	<b>(toll free) 1-877-256-4689 <a href="http://www.express-scripts.com">www.express-scripts.com</a></b>
<i>Pharmacy Help Desk</i>	<b>Express Scripts, Inc™</b>	<b>(toll free) 1-800-824-0898</b>
<i>Prescription Specialty Drugs</i>	<b>Curascript™</b>	<b>(toll free) 1-866-413-4135 <a href="http://www.curascript.com">www.curascript.com</a></b>
<i>Prescription Drug Prior Authorization Program</i>	<b>WVU's School of Pharmacy (Rational Drug Therapy Program - RDTP)</b>	<b>(toll free) 1-800-847-3859</b>
<b>Eligibility, Application Status, Renewals and General Information</b>	<b>WVCHIP Toll-Free Helpline</b>	<b>(toll free) 1-877-982-2447 <a href="http://www.wvchip.org">www.wvchip.org</a></b>
<b>Online Electronic Application Applying for WVCHIP</b>	<b>WVInRoads</b>	<b><a href="http://www.wvinroads.org">www.wvinroads.org</a></b>
<b>Change of Address or Household Status or to Add a Newborn</b>	<b>DHHR Change Center</b>	<b>(toll free) 1-877-716-1212</b>
<b>Change of Address for WVCHIP Premium</b>	<b>WVCHIP Helpline</b>	<b>(toll free) 1-877-982-2447</b>
<b>General Health Information Help Lines</b>	<b>CAMC</b>	<b>(toll free) 1-888-432-5849</b>
<i>Health Questions</i>	<b>WVU Healthline</b>	<b>(toll free) 1-800-982-8242</b>